



Return Material Authorization Policy and Procedure for DVTel-Sourced Products

DVTel is committed to providing our customers with unmatched service and world wide support, 24 hours a day, 365 days per year. Our number one priority is providing a high level of service to our valued customers to ensure satisfaction with their purchases. In the event that you require repair or evaluation of a product bought directly from DVTel, please follow these instructions to enable prompt and accurate service of the returned item. This policy does not apply to items that are returned for credit. For credit returns, please contact your local DVTel Regional Sales Manager.

In-Warranty RMA

- In order to return products to DVTel an RMA number is required
- Generally, an RMA will not be issued until and unless a Customer has followed the diagnostic steps provided by the DVTel Technical Support team, and reported results back to DVTel. DVTel reserves the right to instruct the Customer to perform additional tests or diagnostics. In many cases the analysis is sufficient for pinpointing the problem and this eliminates the need for a product return
- Customers who choose not to troubleshoot with a DVTel representative over the phone will be charged a \$125 assessment fee plus all applicable shipping costs if it is determined that the product is functional. The RMA will not be processed until a valid purchase order is received
- To obtain support, DVTel's Technical Support must be contacted at: 1-888-DVTEL-77. The product serial number will be required at the time of the call to confirm warranty status. The DVTel technician will evaluate and troubleshoot the issue(s) reported during the call
- An RMA request will require:
 - The product part number
 - The serial number, if applicable
 - A description of the problem encountered or the problem as reported pursuant to the diagnosis as above
- Items returned to DVTel under an RMA must be shipped to DVTel, prepaid, packed with proper protection, with the RMA number clearly visible on the exterior of the package. If the RMA package does not contain the proper documentation the package will be returned to the Customer

The RMA shipping address is:

DVTel Inc.
Attention: RMA DEPARTMENT
1167 Edgewater Avenue
Ridgefield, New Jersey 07657
USA

- It is recommended that the customer acquire insurance for the shipment. The Customer shall remain responsible for loss of or damage to the product until it is received by DVTel



- Replacement units will be shipped to the customer via UPS Ground within the contiguous United States unless expedited terms are specified and paid for by the customer
- DVTel shall repair or replace the product pursuant to its warranty obligations and return the product to the Customer at DVTel's expense within the contiguous United States. If the product is found to have been subjected to conditions which void the warranty, DVTel shall so notify the Customer
- If DVTel is not under a warranty obligation to repair or replace the product, it shall provide an estimate to Customer for the cost of repair or replacement. DVTel will not repair or replace until and unless a purchase order is received for the cost of the repair or replacement
- A repaired product shall retain the remaining portion of the original warranty and shall be eligible for continuing service and extended warranty as if it was the originally purchased product
- A defective product will be replaced with an identical similar or better, new or refurbished product at DVTel's discretion within 7 business days. The replacement product provided shall be like new in appearance and shall be eligible for continuing service and extended warranty as if it was the originally purchased product

Out-Of-Warranty RMA

- All the general terms apply unless noted otherwise
- A \$125 Purchase Order or credit card payment (evaluation fee) must be sent by the customer prior to DVTel issuing the RMA. This fee will be waived if the customer approves the repair evaluation or purchases a new product
- Prior to proceeding with the repair of an out-of-warranty product, DVTel will send the customer a repair evaluation that must be signed for approval within 10 business days and returned via fax to: 201-712-0343

Advanced RMA

- All the general terms of In-Warranty RMAs apply unless noted otherwise
- Advanced RMAs are available only for Dead Out-of-the-Box products 90 days from the purchase date. Customers with a Service Level Agreement (SLA) are eligible for Advanced RMAs of In-Warranty components outside of this timeframe at DVTel's discretion. Advanced RMAs will not be issued for customers with an outstanding invoice
- A unit price Purchase Order will be sent by the Customer to DVTel. The PO will be cancelable upon receiving a product which is under valid warranty from the Customer in 30 days
- If the RMA does not arrive in 30 days, the Customer will be invoiced MSRP for the unit sent